

**Dates to  
Remember  
in 2014!**

**PQA Awards  
Luncheon  
October 22**

**PQA  
Proposals  
Due  
July 15**

**PIF  
Proposals  
Due  
July 11  
October 10**

**PMN General  
Meetings  
August 6  
November 5**

**PMN Alumni  
Holiday  
Reception  
December 1  
1**

***Quick  
Links***

**Commission  
Website**

**Best and  
Shared  
Practices**

**Productivity**



# QUALITY MATTERS



*2014 Summer e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## COMMISSION NEWS

### LEADERSHIP CONFERENCE

#### "Social Media: Bridging the Gap"

**May 28, 2014**

Supervisor **Michael Antonovich**, CEO **Bill Fujioka**, and the Quality and Productivity Commission welcomed county department heads, chief deputies, managers, commissioners, and productivity managers to the 12th Annual Leadership Conference.

Speakers included the Honorable **Ron Galperin**, Los Angeles City Controller, Directors **Gail Farber** (Public Works), **Dean Logan** (Registrar-Recorder), **Steven Golightly** (Child Support) and Commander **Michael Parker** (Sheriff's Department).



All the speakers gave outstanding presentations on the impact of Social Media and the importance of mainstreaming it into County services.

**[Read more....](#)**

**Investment  
Fund**

**Productivity  
and Quality  
Awards**

**Productivity  
Managers'  
Network**



## ***PRODUCTIVITY MANAGERS' NETWORK***

### **General Meeting and Training Descanso Gardens**

On Wednesday, May 7, 2014, Productivity Managers gathered at Descanso Gardens in the City of La Canada Flintridge for their general meeting and training. The meeting kicked off the Productivity and Quality Awards season with a full training session for new and ongoing Managers. The meeting was followed by a tour of the beautiful Descanso Gardens.



(L-R) Jaclyn Tilley Hill, Kimberly Jo,  
and Victoria Pipkin-Lane

**Tom Altmayer** of Altmayer Consulting, Inc., gave an informative presentation on performance measurement and **Elizabeth Mendez**, Network PQA Chair, gave an outstanding presentation on the Productivity and Quality Awards process.

Commissioners **Jaclyn Tilley Hill**, **Evelyn Gutierrez**, and **Shawn Landres** were also on hand to lend support and respond to questions from the Managers.

**Read more...**



**Rose Garden at Descanso**

## ***PRODUCTIVITY INVESTMENT FUND***

### **CEO Fujioka and QPC Chair McIntyre Join DHR Director Lisa Garrett At First Graduation for Executive Leadership Development Program**

The Department of Human Resources (DHR) presented the first graduating class of the Executive Leadership Development Program on May 19 at the University Club of the University of Southern California.



**(L-R) Edward McIntyre, Lisa Garrett, and Epifanio Peinado**

The program is a partnership with the USC Price School of Public Policy, where students engage in an intense program of analytics and problem solving.

Joining DHR Director Lisa Garrett at the ceremony were William T. Fujioka, Chief Executive Officer, Commissioner Edward McIntyre, Chair, Quality and Productivity Commission (QPC) and numerous County Department directors and

senior executives.

In 2012, the QPC proudly supported the pilot phase of the Executive Leadership Development Program with a \$500,000 Productivity Investment Fund grant. The Commission is pleased to see the program fully implemented and "carrying out its goal of being an innovative, collaborative initiative which provides essential leadership training to executives and other emerging County leaders," said Chair McIntyre.

The Commission looks forward to attending future graduation events.



**CEO Bill Fujioka and a Few of the Graduates**

## **"LOANS AND GRANTS AWARDED TO DEPARTMENTS"**



Established by the Board of Supervisors in 1984, the Productivity Investment Fund (PIF) program is used to help departments jump start pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.

The Commission solicits proposals each quarter and carefully reviews project merits in a three-step vetting process before approval.

To view projects approved for loans, grants, or a combination of both in 2013, [click here](#).

The next PIF Proposals will be due on:

**July 11, 2014**  
**October 10, 2014**

## ***DEPARTMENT VISITS***



The Commission visits all County departments on a two-year cycle and meets with the department head. The purpose is to gain insight of departmental operations and priorities and to assist the department in enhancing quality and productivity.

The Commission visited the following departments during the second quarter:

- [Military and Veterans' Affairs](#) (March 27)
- [Coroner](#) (April 3)
- [Community Development Commission](#) (April 10)
- [District Attorney](#) (May 19)
- [Alternate Public Defender](#) (May 21)
- [Probation](#) (June 5)

Click on the links above to see the programs and strategies each of these departments are using to improve quality and productivity.